



City of Cambridge

Purchasing Department

Cynthia H. Griffin
Purchasing Agent

To: All bidders

From: City of Cambridge

Date: May 20, 2013

Re: File No. 6106, To provide Electronic Invoice Presentation & Online Payment Service Addendum No. 2

The following questions were submitted before the deadline for questions on Thursday, May 16, 2013.

Question

Does the City presently have an Electronic Bill Presentment and Payment third party service provider?

Answer

The City does not have a service provider for Electronic Bill Presentment at this time. The does have an on-line payment provider that interfaces with the MUNIS "Self-Service" model. However, for the Property tax, Motor Vehicle Excise Tax, and Water/Sewer billing, the City is requesting a bid for a provider that can provide both Electronic Bill Presentment and on-line payment processing all in one package.

Question

The service does not require customers to register to make a payment to see a copy of the bill or view past payment history. Please clarify how the Customer will be able to see their bill or view past payment history if they don't log into their account?

Answer

The Customer should be able to go on line and enter their City Water Account number and the bills should appear with the option to make a one-time payment without registering.

Question

The Electronic Bill Presentment with Integrated Online Payment Service must have been in in use for at least fifteen (15) municipalities in Massachusetts for over one full year. Will the City accept references from municipalities other than in Massachusetts?

Answer

No, see question #1 on Addendum No. 1.

Question

Provider must have 30,000 or more paperless residents in the State of Massachusetts to exemplify effectiveness of paperless program. This is Quality Requirement #4. Is 30,000 or more in the State of Massachusetts a mandatory requirement

Answer

Yes, it is a mandatory Requirement. No, the City will not waive this Quality Requirement. This question was also referenced in Addendum #1.



Question

Regarding Presentment Requirements, The Electronic Invoice must look like the printed form or otherwise as specified by City. Will the City be utilizing a third party for invoice presentation?

Answer

Yes this bid is for a third party Electronic Bill Presentment vendor.

Question

Regarding Customer Experience: Customers must be able to view bills and payment history, sign up for auto payment, make scheduled payments, elect to go paperless, make customer requests and make payments all from the Customer user interface. Question, Please clarify what is meant by "Customer request"?

Answer

Customer request means a customer inquiry about the system, issues regarding access to the system, and any other type of operational issues.

Question

Customer Experience: Customer must be able to view and download an exact replica of the paper bill. Question, Again, is this service being provided by a third party?

Answer

Yes the vendor should be able to upload the days transaction activity up in to their system in the evenings so that the information is updated and complete on the on-line payment system.

Question

Technical Requirements: Software as a service architecture- All payer financial or payment information and the invoice presentment and payment processing application is housed offsite and not under the care or control of the City. Question, Does the City currently utilize a third party for the invoice presentment?

Answer

No the City doesn't currently use "Electronic Bill Presentment" through a third party vendor.

Question:

Technical Requirements: Experience integrating with City's Munis billing software for EBPP, Electronic Bill Presentment and Payment (print and mail does not count): must currently support ten (10) Massachusetts customers who have been using the service for over one (1) year in conjunction with Munis. Question: again, the City is emphasizing the ten Massachusetts customers. Is this a mandatory Requirement?

Answer

Yes it is a mandatory requirement to have (10) Massachusetts customers who have been using the service for over one (1) year in conjunction with MUNIS.

Question

Technical Requirements- Render bill electronically at payer's request through either branded City of Cambridge online payment portal or via an email notification, depending which method the payer has selected. Question, Will the bill information be provided by the City or the City's third party provider?

Answer

The bill information will be provided by the vendor through an on-line payment portal.

Question

System Requirements: Offer a program specifically for utilities to qualify for card association utility rates if desired by the City. Question, Please clarify. Does this simply mean being registered with a card association like VISA rules and regulations?

Answer

This statement means the provider should be registered with a card association like VISA and follow their rules and regulations.

Question

System Requirements, Ability at the City's option, to register and electronically receive customer payments made through customers online banking program channels. Service must automatically intercept payments made by consumers using online bill pay sites (ex. Home banking and online banking services) Question, Does the City mean that the vendor will need to integrate with the consumers banking account?

Answer

Yes at some point.

All other details remain the same. All questions and answers are closed.



CYNTHIA H. GRIFFIN
PURCHASING AGENT

ADDENDUM NO. 2